



The Department of Human Services

Effective Communications/Auxiliary Aids and Services Guidance

The Department of Human Services (DHS) will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our programs, services, and activities. This will be accomplished through the provision of auxiliary aids and services at no cost to the individual.

When an individual requests an auxiliary aid or service, or self-identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations. See Auxiliary Aids and Services Resources below to identify where to acquire needed aids or services.

American Sign Language as their primary means of communication

DHS must use a qualified interpreter and must give primary consideration to the auxiliary aid or service requested. "Primary consideration" means that we must honor the choice, unless we can demonstrate that another equally effective means of communication is available. For an interpreter to be qualified, they must be able to convey the information effectively, accurately, and impartially, through the use of any necessary specialized vocabulary.

South Dakota uses NAD certified interpreters with level III, IV, and V certifications. Level III will qualify for most communications regarding DHS programs and services or general training events, however, level IV and V certifications may be needed depending on the length and complexity of the communications involved, e.g., major medical or legal communication. DHS staff interpreters will be used if available. If a second interpreter is needed the choice of the individual will be honored to the extent possible.

For other aids and services refer to the Auxiliary Aids and Services Resources table below.

Staff who are unfamiliar with the auxiliary aid or service being requested should contact:

Eric Weiss, DHS ADA Coordinator
Hillsview Plaza, E. Highway 34
Pierre, SD 57501
Ph. 605-773-3195
Email: eric.weiss@state.sd.us

Auxiliary Aids and Services Resources

Aid or Service	Agency/Provider	Telephone	Email
American Sign Language (ASL) Staff Interpreter	Julie Paluch	Home 224-8821 Cell 222-8705 Work 773-5301	Julie.paluch@state.sd.us
ASL Staff Interpreter	Michele Huber	Cell (605) 661-0857	Michele.Huber@state.sd.us
ASL Interpreter	Interpreter Services	605-331-7800	Cory Knudtson cory@interpreterservicesinc.com
ASL Interpreter	InterpreCorps	605-362-3507	info@interprecorps.com
ASL Interpreter	Grate Interpreting	888-631-9110 605-366-1481	LeAnn Grate – (Owner) Sioux Falls
CART Services	Caption First	800-825-5234	scheduling@captionfirst.com www.captionfirst.com
Video Remote Interpreting (VRI)	Pre-arranged from provider CSD	800-642-6410	inquiry@c-s-d.org
Video Relay Service (VRS)	Sorenson Communications	801-287-9400	http://www.sorensonvrs.com/
Video Relay Service (VRS)	ZVRS	Video: 866-932-7891 Voice: 800-216-9293	http://www.zvrs.com/services/services/vrs
South Dakota Relay (TRS)	Sprint	711 or 1-800-877-1113	http://www.relaysd.com/
Assistive Listening Device	DRS/SBVI State office	605-773-4644	
Braille	DRS State office	605-773-3195	
Braille	DRS State office	605-773-3195	Use local Braille printer if available
Large Print	Enlarge on copy machine		
Other Aids and Services	Contact Eric Weiss, DHS ADA Coordinator at (605) 773-4644 for assistance in finding resources		